

appropriate actions pursuant to the Commission's decision on the cigarette ignition hazard. In 1999, the Commission could consider a final small open flame rule or other potential voluntary alternatives.

- Work in the area of fire/gas/electrical codes and standards continues. Gas-fired appliances continue to be a significant source of residential fire deaths. In 1994, the latest year for which data are available, there were 320 fire deaths attributed to all gas-fired appliances. Range/oven ignition of cooking materials caused about 120 fire deaths. In 1999, CPSC will continue to encourage development of technologies to reduce **rangetop** cooking fires and work to implement changes to address these fires. Staff will review data and develop and make recommendations to the voluntary standards and codes to address furnace fires and will work to identify causes of and ways to reduce fires caused by clothes dryers. Work will continue on the development of voluntary performance requirements to prevent gas-fired water heater ignition of flammable vapors.

To prevent electrical fires, in 1999, CPSC will pursue a combination of three distinct activities. Staff will examine the new generation of electrical protective devices, such as arc fault protection devices, with a view toward supporting the introduction of code requirements that apply these products in home wiring systems. Evaluation of field experiences will be conducted in 1999 with specific appliances in the home, such as automatic dishwashers, to assess the adequacy of current safety standards, and portable electric heaters, to assess the effectiveness of the 1991 revisions to the voluntary standard. In addition, CPSC will develop and implement improved methods for investigating electrical fires to obtain better causal clues so that future resources to reduce electrical fire incidents can be more effectively utilized.

Recent reports of possible malfunction of automatic **fire** sprinklers have raised concern over the reliability of residential sprinklers. In 1999, this activity will build on compliance program work to identify potential causes of sprinkler failures and develop appropriate recommendations to the current **Underwriters** Laboratories standard to reduce the likelihood of non-activation of sprinklers under fire conditions.

- In 1997, the Commission initiated a new rulemaking activity by issuing an Advanced Notice of Proposed Rulemaking (ANPR) to require multi-purpose butane lighters to be child-resistant. A standard may be needed to reduce the fire hazard resulting from children under 5 years of age starting fires while playing with this product. At the time of the ANPR, the Commission was aware of 53 incidents since 1988 involving fires started by children under age 5 using multi-purpose lighters. These fires resulted in **10** deaths and 24 injuries. Deaths and injuries may increase as sales of such lighters increase.

In 1998, it is anticipated that the Commission will test multi-purpose lighters to determine how child-resistant they are for children under 5 years of age. These results will be used to estimate potential safety benefits of a proposed regulation or other action. The staff will prepare a briefing package with a draft proposed safety standard for Commission consideration.

In 1999, the Commission, depending on the decision made in 1998, either a) will continue the rulemaking process requiring multi-purpose lighters to be child-resistant by issuing a final rule, or b) suspend activity.

● The Commission's mandatory standard on cigarette lighters, which became effective in 1994, requires that all disposable and novelty cigarette lighters be resistant to operation by young children. This rule is expected to have net benefits of over \$500 million in societal costs and prevent over 100 deaths annually. In 1998, it is anticipated that the Commission will initiate collection of appropriate fire data to evaluate the effectiveness of the 1994 rule in reducing fires caused by young children. In 1999, staff will complete data collection on fires involving children and lighters and complete an analysis of hazard and cost data.

@ Compliance with CPSC's Cigarette Lighter Standard requires testing of lighter designs using panels of young children. In 1999, the CPSC will develop and construct a mechanical system for testing child-resistant lighters based on the science of robotics. This system will screen lighters to help predict whether children would be likely to activate the lighter. If successful, the effort will make the testing process more efficient and less costly to industry and CPSC.

● Wallcoverings have been a significant contributor to the residential fire problem for many years. In 1994, about 160 people died in fires in which interior wallcovering was cited as the first item ignited. In order to effectively address these fires, CPSC will conduct a comprehensive field study on the specific circumstances surrounding those fires. The results will be used to develop appropriate fire prevention strategies.

Electrocutions and Mechanical/Children's and Recreational Products

Electrocutions and Mechanical Product Hazards:

The Commission estimates that the electrocutions and mechanical product hazards addressed by the 1999 project were involved in an estimated 479 deaths and 56,440 injuries in 1994. The estimated annual societal cost of deaths and injuries is about \$4.2 billion, excluding costs of residential fires associated with electrical hazards. The Commission, in its Results Act strategic plan, has set a goal of reducing by 20 percent the rate of deaths from electrocutions from 1994 to 2004.

The Electrocutions/Mechanical Codes and Standards project is aimed at reducing the deaths and injuries associated with various electrical/mechanical consumer products. The primary approach is to develop and recommend revisions to voluntary product safety standards and nationally recognized codes. In 1999, to address electrocutions, CPSC will work to improve shock protective devices like the ground-fault circuit-interrupter by simplifying installation and improving self-testing capability.

Mechanical equipment safety standards will be assessed and staff will work to improve the safety standards for those products where the risk of injury is high. For 1999, ATVs, exercise

equipment, swimming pools, and ceiling paddle fans will receive attention. Previous work on escalators, garage door operators, and chain saws will be monitored.

Children's and Recreational Products:

Children's Products addresses injuries and deaths associated with specific products, most of which are intended for use by children. The products being addressed in 1999 are estimated to have been involved in 504,200 injuries and 80 deaths in the most recent year where data were available. The estimated annual societal cost of these injuries and deaths is about \$7.6 billion. Specifically, CPSC will work on a number of voluntary standards activities, and on updating the Commission's anthropometry data on children.

The Commission, in its Results Act strategic plan, has set a goal of reducing by **10** percent the rate of head injury to children under 15 years old from 1996 to 2006. Various projects in this subprogram address this goal.

- CPSC will continue to assist industry in the development or revision of voluntary standards for public and home playground equipment, soft contained play equipment, playground equipment for children under two years of age, playground surfacing, baby swings, high chairs, infant bedding and related accessories, infant carriers, stability of children's furniture, stationary activity centers, toy safety, trampolines, and window guards. This is an ongoing project and, as often is the case, standards are added when there is a need for new requirements to address recently identified hazards.

- **An** activity to update the Commission's child anthropometry data will continue in 1999. These CPSC data are essential for effectively addressing consumer product hazards to children and are widely used in the development of safety standards by the Commission and manufacturers. The Commission's current anthropometry database was developed in 1977 and may be out of date. If analysis of the 1977 data determines that the data must be updated, the full project for the development of a new and revised children's anthropometry database is planned to be initiated in 1998. Because of the expense of updating the database, the Commission will distribute the cost of collecting the data over several years.

- **Child** observation studies will be conducted to determine how children of different ages interact with a variety of consumer products. Specific behavioral data is often needed to assess product hazards and to develop strategies to address those hazards. This data is frequently not available in the scientific literature. These studies will provide the opportunity to obtain some critical behavioral data by unobtrusively observing children in a variety of natural settings.

Sports and Recreation addresses a portion of the more than **3,500,000** injuries and 1,000 deaths that are associated with sports and recreation activities each year. In 1999, the project includes activities to address these areas:

- **Youth** basketball-related injuries will be studied to determine what types of injuries might be addressable (there are about 220,000 basketball injuries to 5 to 14 year olds annually, second only to bicycle injuries).

- Voluntary standards for sports-related head gear such as mountain bike helmets (5,000 head injuries) and roller hockey headgear (1,000 head injuries) will be assessed to ensure **adequacy** in protecting against head injury.

Chemicals

The Chemical Hazards project seeks to reduce or prevent hazards occurring by ingestion, inhalation, or **dermal** exposure from use of consumer products. The hazards are reduced by the development of mandatory or voluntary standards, improved product technology, improved product labeling, the development of guidance for consumers and manufacturers, and partnerships with other agencies, industry, and consumer groups. The Commission estimates societal costs of over \$1 billion resulting from injuries and deaths associated with products in the poison prevention hazard area. Costs of injuries and deaths associated with products in the other chemical hazard areas are expected to be in the billions of dollars, based on respiratory diseases alone. This subprogram also addresses carbon monoxide (CO) hazards which result in over 200 deaths annually with \$1 billion in societal costs.

The Commission, in its Results Act strategic plan, has set a goal that calls for the rate of deaths from unintentional poisonings to children under 5 years old will not increase beyond 2.5 deaths per million children from 1994 to 2004. The Commission has also established a goal of reducing the rate of deaths from carbon monoxide poisonings by 20 percent from 1994 to 2004. Activities **in 1999** include:

- Continuing the poison prevention activity to address injuries and deaths associated with children's ingestion of medicines and household chemicals. Each year, on average, there are less than 50 deaths to children under the age of five from accidental ingestion of medicines and toxic household chemicals. In 1995, an estimated 120,000 children under the age of five were treated in hospital emergency rooms following ingestion of medicines or toxic hazardous household chemicals. Societal costs of over \$1 billion are estimated for poisoning incidents. Commission efforts through promulgation and enforcement of the regulations of the Poison Prevention Packaging Act (PPPA) have played a key role in reducing medicine and household chemical poisoning deaths of children from 216 in 1972 to 34 in 1994. In 1999 staff will:

1. **Complete** PPPA rulemaking activities requiring child-resistant packaging on substances proposed in 1998; and,
- 2 Review chemicals identified as potentially hazardous and propose PPPA rulemaking as appropriate.

@Continuing the toxicity assessment activity to address a broad spectrum of consumer products and health effects (eye and skin irritation, burns, neurotoxic and reproductive effects, respiratory diseases, cardiovascular diseases, cancer). Each year, the project addresses specific issues that have been identified as emerging hazards. Topics which are addressed are those which are amenable to direct and clear Commission action. Participation in interagency committees and partnerships ensures coordination of scientific activities of mutual interest In 1999 staff will:

1. Continue assessing product-related lead poisoning hazards and initiate reduction activities as needed;
2. Develop remedial options for adhesives and removers, identified in 1998, that may include product reformulations or labeling changes; and,
3. Assess use patterns, effectiveness, and health effects from improper use of respiratory masks and develop standards and education activities as needed.

The Carbon Monoxide Poisoning project addresses the 214 deaths, 5,900 injuries and \$1.3 billion societal cost that occur each year as a result of unintentional, non-fire-related carbon monoxide poisoning associated with the use of household fuel-burning appliances. In 1999, the project includes activities that focus on data collection, voluntary standards, building codes, state and local legislation, and hazard awareness programs.

@Work on carbon monoxide (CO) detectors/alarms continues. A revised voluntary standard for CO detectors/alarms is anticipated to become effective in October 1998. In 1999, staff will continue to monitor the progress of that standard and its implementation. CPSC also will continue to monitor the extent to which "nuisance alarms" occur, and the extent to which those types of alarms are associated with detectors manufactured to the 1992 and 1995 editions of the standard or to the 1998 edition. In addition, in 1999, CPSC will develop and submit proposals to the national model building code organizations to require the installation of CO detectors/alarms in new residential construction. CPSC will also develop model legislation for state and local governments to use in the development of their legislation. Interest by state and local governments in developing such legislation continues to increase; model legislation will provide consistency in the development and passage of that legislation.

●On unvented gas appliances and furnaces, CPSC will consider, develop, and recommend as necessary changes to the appropriate voluntary standards to reduce deaths and injuries from CO poisoning. The unvented appliances will include decorative appliances, unvented space heaters, camping heaters, and gas ranges and ovens.

●Hazard awareness programs are important in addressing CO hazards and providing information about CO poisoning and its prevention and detection. CPSC will work to coordinate those efforts so as to ensure a consistent and uniform message for consumers, medical professionals, and emergency personnel.

Testing and Evaluation Support

The ongoing **Laboratory Support** project provides material and staff resources to support a wide range of activities at the Commission's Engineering and Chemistry Laboratories.

The **Contract Support** project provides resources for unplanned, critical new activities which arise during each year in response to referrals from the Compliance program, the Emerging **Hazards** Project under the HIA program, or from outside sources. In addition, Hazard Assessment and Reduction projects often involve research and complex testing and, while these projects are carefully planned, unanticipated research testing needs develop during the year. This project provides modest contract funds for outside expertise, such as peer review and/or specialized testing, to meet these unanticipated needs and to support unplanned activities.

Program Support

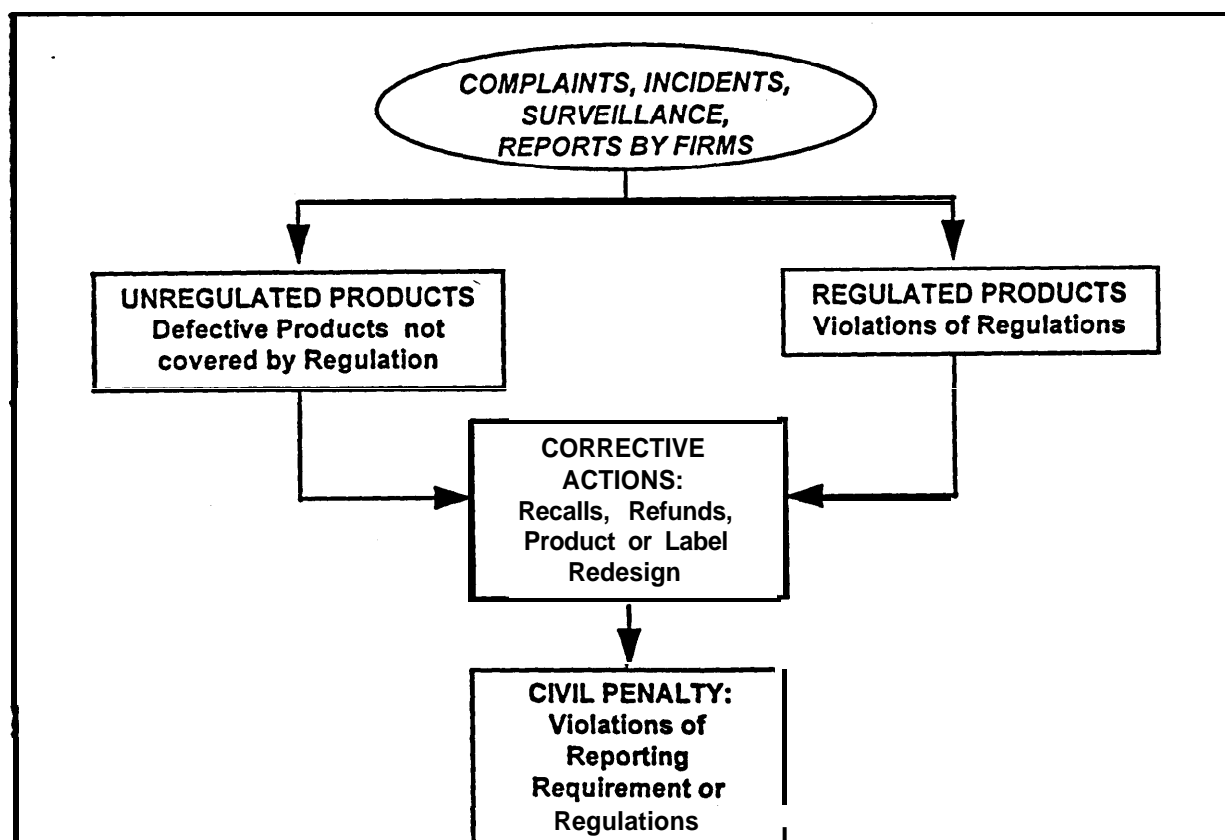
This subprogram continues to provide program direction for all hazard projects. In addition, this subprogram includes resources for voluntary standards coordination, international standards coordination, legal support, professional development, and computer costs associated with this program.

V. COMPLIANCE

	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Total Program	190	\$15,499	192	\$16,509	192	\$17,161

Goals and Strategies:

The Commission's Compliance Program has two primary goals: first, to obtain compliance with product safety regulations issued by the Commission; and, second, to identify and remedy unregulated products that present substantial safety hazards. The Commission maintains an active program to identify violative or defective products, to analyze the risk associated with those products, and, where appropriate, to obtain corrective action. In carrying out its compliance activities, the staff applies principles of risk-based decision making to assure that its actions are appropriate for the level of hazard presented by the product. Corrective action is achieved by working cooperatively with industry and, as a last resort, through litigation. Cooperative efforts also extend to working with industry to convey regulation requirements through joint CPSC/trade seminars, workshops at trade shows, and other means.



RELATIONSHIP OF MAJOR COMPLIANCE ACTIVITIES

1998 Base Program:

The Compliance Program for 1998 consists of 192 **FTEs** and \$16.5 million. In 1997, as a result of Commission efforts, over 67 million noncomplying or hazardously defective products were subject to recalls or corrective action plans. Also in 1997, the Commission negotiated civil penalties **totalling** \$1,139,000 from firms that failed to report hazardous products (\$695,000) or sold products which violate specific regulations (\$444,000).

1999 Changes:

In 1999, the Compliance Program continues to emphasize the removal of hazardous products from the marketplace and is supported with 192 **FTEs** and \$17.2 million. The increase in dollars (\$652,000) **reflect** only the program's share of 1999 increases necessary to maintain current services.

In 1999, the Compliance program will contribute substantially to the Commission's Results Act goals to reduce product-related injuries and death by initiating recalls and corrective actions of hazardous consumer products and monitoring of voluntary standards. In addition, the compliance program contributes to the Commission's industry services goal (80 percent success with timeliness and usefulness) through its Fast Track Product Recall program.

Program Detail	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Unregulated Products	107	\$8,594	107	\$9,325	107	\$9,688
Regulated Products	74	5,938	76	6,345	76	6,603
Voluntary Stds. Conformance	1	102	2	226	2	235
Program Support	8	865	7	613	7	635
Total Program	190	\$15,499	192	\$16,509	192	\$17,161

Unregulated Products

Under the statutes administered by the Commission, the agency identifies and remedies products not covered by mandatory standards that present substantial safety hazards. The Commission obtains information on potentially defective and hazardous products from many sources, including firm reports, staff investigations, consumer complaints, trade complaints, state and local referrals, leads from coroners, insurance companies, fire investigators, private sector product liability suits and Freedom of Information Act requests. Once the staff preliminarily **determines** that a product presents a substantial safety hazard, the staff seeks corrective action. The Commission generally obtains voluntary cooperation from firms to remove potentially hazardous consumer products from the **marketplace**. Where voluntary action is not forthcoming, the Commission can use **its** litigation authority. The agency makes

presentations at industry seminars and provides CPSC materials, including a recall handbook, to help firms become aware of their reporting obligations and recall options.

The Unregulated Products program is based on deaths and injuries and technical assessments of risk. The agency seeks recalls when the information available to it demonstrates a product is defective and corrective action is warranted. Many of its major recalls involve products for which there are significant injuries or deaths. In other cases, recalls are initiated because of the great potential for injury even though no, or only a few, incidents have occurred. Some of the more significant corrective actions include the following:

1. Since 1994, 41 manufacturers have joined with the Commission to recall 531,000 wooden and metal bunk beds with head entrapment hazards.
2. Five manufacturers joined with the Commission to recall more than 1.5 million portable play pens to correct an entrapment hazard from top rail collapse. The top rail collapse results in a "V" being formed by the rail, trapping the child. Since 1993, eleven children have died due to entrapment in the top rail of portable play pens.
3. Eight go-kart manufacturers recalled for repair over 427,000 go-karts with exposed rear axles. One death and two serious injuries resulted from long hair or clothing becoming entangled in the rotating rear axle.
4. CPSC joined with manufacturers, importers and retailers of halogen torchiere floor lamps to recall for in-house consumer repair over 40 million units as a result of a fire hazard when the bulb ignites flammable material. Eleven deaths have been reported as being associated with these lamps. Free wire guards are being provided to owners of these lamps through retail stores or by calling a toll free number.

Other significant outcomes of investigations include the revision, updating or development of a voluntary industry standard. Such was the case with the suffocation hazard posed by bean bag chairs, the strangulation hazard associated with window blind cords and cords on children's outer garments, and the fire hazard associated with halogen floor lamps.

Industry under-reporting of significant safety hazards continues to be a matter of concern to the Commission. To enable the Commission to identify and evaluate potential hazards, the Consumer Product Safety Act (CPSA) requires manufacturers to report information about hazardous products to the Commission. In 1992, Congress amended our statutes to include a lawsuit reporting-provision (section 37 of the CPSA) and in 1994 a choking incident reporting-provision (section 102 of the Child Safety Protection Act) to strengthen the Commission's ability to identify potentially hazardous products. To assure that industry is aware of the Commission's concern of under-reporting of hazardous products, civil penalty actions have been pursued in appropriate cases. In 1997, the Commission negotiated civil penalties of \$695,000 for failure to report to the Commission information on potentially hazardous products.

In 1997, the Commission continued to strengthen the Unregulated Products program. This included allocating resources from other organizations to the Office of Compliance. In addition, the Commission streamlined internal operating procedures to provide quicker delivery of vital technical evaluations. Some of these changes include providing direct lines of communication between headquarters staff and field investigators, expedited technical assessments of product hazards, and improvements in computerized support systems.

In 1997, the Commission made permanent its “Fast Track Product Recall” program. Under this program, if a firm reports under section 15 of the CPSA, and is prepared to initiate a corrective action plan within 20 working days of the report, the staff will not make a “preliminary determination” that the product presents a “substantial hazard”. This program encourages firms to report on hazardous products as required and results in recalls being initiated in a more timely manner saving both industry and agency effort. In 1997, 107 corrective actions, involving 8.6 million products, were initiated under the fast track program.

In 1996, the Commission established within the Office of Compliance the Special Investigations Unit (SIU), a team responsible for identifying cases involving consumer products that pose a significant risk of injury. Limited 1996 and 1997 resources were concentrated on development of new data sources and expanding existing ones to obtain information on high-risk defective products not identified through routine investigations or current data review.

With the establishment of the Special Investigations Unit and its focus on developing new sources to identify product hazards, the Commission is finding hazards that, because of their complexity, had previously remained hidden from view. Often these hazards are the result of the combination of old and new technologies, and involve a chain of opportunities for a hazard or hazards to develop. Currently, the Commission has six such cases under development. The Commission expects this pattern to continue.

The increased dollars for 1999 only reflects funding necessary to maintain current program efforts

Unregulated Products Workload Measures	1997 Actual	1998 Estimate	1999 Estimate
Section 15 (b) reports received	248	250	250
Section 37 reports	20	30	30
Investigations conducted	247	250	250
In-depth injury investigations	1,200	1,200	1,200
Inspections conducted	400	400	400
Corrective actions initiated	266	275	275
Recall Effectiveness checks	600	700	700
Negotiated civil penalties	5	6	6

Regulated Products

The Commission continues to monitor industry compliance with CPSC rules and regulations and obtains corrective action if violative products are identified. The activities include information and education directed to industry, import surveillance, retail surveillance, firm inspections, sample collections and analysis, product testing, and litigation when appropriate.

An estimated 750 violative products will be identified and cooperative corrective action plans will be instituted. These actions will include the prospective correction, stop sale, and recall from the retail or consumer level. An estimated 75 product recalls will be initiated involving **those** products that exhibit violations serious enough to warrant recall. Civil penalties will be assessed against firms that have knowingly violated the law, and seizures, injunctions, and criminal prosecution will be pursued as appropriate to stop the sale of violative products. In 1997, \$344,000 in civil penalties have been collected for sale of products violating specific regulations.

In **1999**, the Regulated Products effort will essentially remain constant. The increased dollars reflect funding necessary to maintain current program effort.

Regulated Products compliance activities can be one of two types. The first covers activities initiated immediately following the effective date of a new regulation developed under the Hazard Assessment and Reduction program. The second type of regulated product compliance activities are those initiated based on continued unacceptable levels of noncompliance, **incident** data or consumer/industry complaints. For example, over 26,000 dangerously flammable velvety-textured chenille sweaters and 138,000 dangerously flammable fleece fabric adult garments were recalled for failure to comply with flammability regulations. The most significant 1999 Regulated Product projects are discussed below.

Monitoring compliance of cigarette lighters is a continuing effort under the CPSA Compliance project in 1999. The agency issued a child-resistance requirement for disposable cigarette lighters in late 1993 with an effective date in late 1994. Efforts will concentrate on identifying imported lighters which fail to comply and domestic firms that attempt to defeat the child-resistant features.

The FHSA Adult and Child Compliance projects continue the enforcement of art materials **labeling** requirements based on the guidelines for defining chronic hazards and FHSA compliance activities involving serious labeling violations of hazardous household substances. In 1999 surveillance will concentrate on selected imported products and targeted domestic product investigations, including toys and other articles intended for children for small part violations (choking hazards) and required cautionary **labelling**.

PPPA Compliance continues the surveillance of child-resistant packaging requirements. This includes packaging of prescription drugs by pharmacies, over-the-counter drugs and all household chemicals requiring child-resistant closures. The project continues to encourage state boards of pharmacy to handle the compliance of the agency's requirements for packaging prescription drugs, along with their own enforcement responsibilities.

The FHSA/Fireworks Compliance project monitors compliance with existing fireworks regulations and the requirement that large multi-tube mine and shell devices not tip over during use. Import surveillance in conjunction with U.S. Customs continues to be the most effective approach in this enforcement activity.

The Flammable Fabrics Act Compliance project will continue activities because of observed non-compliance of garments such as chenille sweaters, fleece garments, and imported light weight fabric rayon skirts and scan/es. Enforcement actions will also continue to include children's sleepwear and other Flammable Fabrics Act flammability standards.

The Emerging Problems project will address complaints and problems identified during 1999 involving regulated product categories that emerge after development of the 1999 operating plan. Where requested, the Commission will continue to provide advice and guidance to industry prior to introduction into commerce of products under development. Experience has shown that working with the regulated industries to prevent problems is more cost effective, both to the firms and to the consuming public, than correcting problems after they occur.

State and Local Partnerships extend the reach of the Commission to locations where the Commission has no physical presence. This activity permits the Commission's regional staff greater flexibility in obtaining various investigative tasks, such as in-depth incident investigations, evidence sample collections, inspections, and monitoring the effectiveness of recalls through partnership with State and local agencies and officials. The Commission's Result Act strategic plan contains a goal to maintain consumer satisfaction with the State Partners program services.

The All-Terrain Vehicle (ATV) Monitoring effort, previously designed to monitor distributor and dealer compliance with the requirements specified in the final 1988 consent decrees between the ATV distributors and CPSC, will remain in place for 1999. The consent decree expires in 1998 and the Commission is now developing a new program to address ATV hazards.

Regulated Products Workload Measures	1997 Actual	1998 Estimate	1999 Estimate
Samples collected	2,906	2,100	2,100
In-depth injury investigations	100	100	100
Inspections conducted	635	750	750
Violative products	1,076	750	750
Recalls	96	75 I	75
Recall effectiveness checks	700 I	800	800
litigation cases initiated	3	3	3
Negotiated civil penalties	5	10	10

Note: 1997 actual data includes samples collected by State and local agencies which cannot be estimated for 1998 and 1999.

Voluntary Standards Conformance

Monitoring conformance with voluntary standards was expanded with State and local partnership funds in 1997 and will continue at that level in 1998 and 1999. In recent years, the Commission has placed additional emphasis on working more cooperatively with industry and standards-setting organizations to develop voluntary standards and reduce reliance on government-imposed mandatory standards. The Commission has invested considerable resources in the development of voluntary standards and relies heavily on industry's conformance to those standards. Only by continually monitoring conformance with these standards can the Commission ensure that the products which are covered by those standards are, in fact, in conformance with them.

When the Commission has monitored products in the past, it has found non-conforming products. By bringing such products into conformance or eliminating them from the marketplace, the Commission reduces the potential for serious injury and deaths and promotes stronger industry conformance. Products which the Commission has monitored include hair dryers, pool and spa covers, Christmas lights, and, more recently, bunk beds, halogen torchiere lamps and children's outer garments with strings. Commission monitoring also helps industry by making sure that some competitors do not evade a standard to cut costs and thereby undersell those manufacturers who are taking the steps necessary to meet an industry safety standard.

The products selected for monitoring will be chosen based on an analysis of injury and death data, consumer and industry reports, the length of time a standard has been in existence and factors characteristic of that industry. Monitoring will be performed through a combination of on-site inspections, sample collections, retail surveillance and/or testing depending on the products selected. Information gathered through the monitoring process will be shared with standards organizations, as appropriate. The Commission will obtain corrective actions, if needed. The voluntary standard monitoring activities will be selected and approved by the Commission during the development of the agency's 1999 Operating Plan.

Voluntary Standards Conformance Workload Measures	1997 Actual	1998 Estimate	1999 Estimate
Standards monitored	2	5	5
Inspections conducted	40	40	40
Retail Checks	150	300	300
Samples collected	68	100	100

Program Support

This **activity** continues to provide coordination of the Compliance program, provides overall direction, and presents major issues for Commission consideration.

VL CONSUMER INFORMATION

	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Total Program	47	\$4,731	54	\$5,382	54	\$5,484

Goals and Strategies:

The two goals of the Consumer Information (CI) program are to:

- Alert the public to recalled hazardous products and other safety information designed to reduce product injuries, and
- **Collect** hazardous product complaints from the public.

Consumer Information is a critical activity in the Commission's hazard reduction strategies. While always providing an important adjunct to hazard reduction and compliance work, sometimes it represents the only viable means available to reduce consumer product hazards.

1998 Base Program:

The **CI** program is divided among three functional efforts.

The Continuing Publications and Outreach function provides consumers with a broad range of consumer information materials. Included in this effort are the annual information programs such as National Poison Prevention Week, and other campaigns, such as on electrical safety, fireworks safety and toy safety, conducted to maintain consumers' awareness of recurring safety problems.

The Clearinghouse function provides injury data to CPSC staff and the public, as required by Section 5 of the Consumer Product Safety Act. Section 6 of the Act requires the Commission to provide to manufacturers consumer complaints, reported incidents and accident investigations to alert them to reports of significant hazards associated with their products.

The Public Information Services function responds to the public's request for information, other than publications provided under the Continuing Publications and Outreach program, and provides proactive efforts to reach consumers with important hazard reduction information. Included under this effort is the award-winning, toll-free telephone Hotline and Internet services to receive consumer complaints and to provide information on product hazards and recalls.

1999 Changes:

The 1999 program continues to provide the current level of consumer information in support of the agency's hazard reduction and compliance programs. **FTEs** remain the same and dollars increase by \$102,000. The increase reflects only the program's share of 1999 agency cost increases to maintain current services..

In the Commission's Results Act, strategic plan, several specific goals involve the Consumer Information program:

1. Maintain consumer satisfaction with the agency's consumer Hotline;
2. Maintain the capacity of the Hotline to respond to calls;
3. Increase web site contacts; and,
4. Maintain consumer satisfaction with the agency's clearinghouse.

In addition, activities of the Consumer Information program support all the Commission's Results Act activities.

Program Detail	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Continuing Publications and Outreach	13	\$1,279	16	\$1,501	16	\$1,550
Clearinghouse	7	478	8	706	8	708
Public Info. Services	21	2,383	26	2,761	26	2,810
Program Support	6	591	4	414	4	416
Total Program	47	\$4,731	54	\$5,382	54	\$5,484

Continuing Publications and Outreach

- This subprogram includes resources to distribute publications, initiate media contacts, work with State and local organizations, promote child safety, and continue efforts to reach older consumers, lower income consumers, non-English speaking consumers, and other vulnerable populations. Staff will develop and produce print and audiovisual materials about product safety issues tailored to the targeted groups. The information will be distributed through existing networks that serve vulnerable populations, like Head Start, Indian Health Service, and others.

The Distribution Services project continues to help CPSC fulfill approximately two million publication requests per year. In addition, CPSC conducts special mailings to advise the public about unique and emerging hazards and to elicit reports and information about possible emerging product safety hazards. The Commission's publications are handled by a cost effective automated warehouse where orders can be placed electronically.

CPSC continues special mailings as part of an overall effort to encourage outside groups to reprint and/or distribute CPSC safety information to the public through their national networks. CPSC worked with the National 4-H Council, the National Coalition for Consumer Education and others to distribute hundreds of thousands of CPSC's safety publications to the public.

The Ongoing/Seasonal effort continues to inform the public of many ongoing and seasonal product safety topics. Topics include electrical safety, inline skating, indoor air quality, poison prevention, safety for older consumers, lawn mowers, home heating equipment, Halloween **safety**, fireworks, cigarette lighters, and carbon monoxide detectors, among others. The tasks entail reviewing and updating materials, and encouraging national, regional and local organizations to use CPSC information programs. Additionally, CPSC works with national and regional organizations, such as the Poison Prevention Week Council and the National 4-H Council, to coordinate annual information programs on safety topics.

Each year, CPSC provides Child Safety information to the public through trade shows, safety seminars, toy fairs, and news conferences. This project also updates agency publications and develops new information materials on emerging children's hazards. Additionally, information will be developed for new, inexperienced parents with an emphasis on networking with organizations serving low-income communities. Staff will develop new contacts and support existing contacts in the child safety field, resulting in improved emerging hazard **identification**, better accident reporting, expanded outlets for CPSC safety information, and greater national awareness of CPSC safety messages.

Clearinghouse

CPSC's National Injury Information Clearinghouse is required by section 5(a) of the Consumer Product Safety Act (CPSA) to maintain and disseminate injury information to CPSC staff and the general public.

Clearinghouse responsibilities include maintaining CPSC injury data including accident reports, death certificates, consumer complaints and newspaper clippings. The Clearinghouse also implements section 6(b) of the CPSA by annually mailing approximately 7,000 reports of product-related deaths, injuries, or other problems to complainants to confirm the accuracy of unsolicited information. The Clearinghouse also implements section 6(c) by forwarding about 2,000 accident investigation reports and 4,000 incident reports to manufacturers to alert them to reports of possibly significant hazards associated with products. Additionally, the Clearinghouse responds each year to about 5,900 Freedom of Information requests for injury data and handles about 1,000 requests each year from CPSC's HAR and Compliance staff who use the data in completing program work. In 1995, CPSC re-engineered the Clearinghouse to improve service. For example, CPSC instituted a **system** that electronically transmits Hotline complaints to the Clearinghouse and reinforced

the commitment to customer service by mailing these complaints within 48 hours to consumers for verification. Before reengineering of the Clearinghouse, it took as long as 48 days to mail these complaints.

In addition, manufacturers receive copies of investigations of incidents involving their products in 60 days or less, reducing the times from as much as 18 months in the past. Because of this more timely notification, the number of responses from manufacturers about incidents have more than tripled.

Public Information Services

The Public Information Services effort includes resources to respond to the public's request for information, other than publications described in the Continuing Publications and Outreach effort

Media Relations continues to work with the media to place news and feature stories on injury reduction activities and product safety topics. This project also encompasses the development, coordination, and distribution of news releases. The project manages 15 safety news conferences, 2,800 media inquiries, and almost 200 news releases or public safety announcements annually.

Under Special Projects, CPSC staff plans events, meetings and public hearings designed to publicize product safety news. Such events may include product-related conferences, or participation in outside organizations' news conferences, workshops, or programs. This project also includes staffing Commission exhibits at meetings of consumer groups and voluntary organizations, and producing and updating publications explaining what CPSC does, such as the publication catalog and "Who We Are and What We Do For You!".

The Hotline continues to provide CPSC with quick, two-way communication between the agency and the public. It is one of CPSC's most visible efforts to provide the best possible customer service and our efforts have received national recognition for excellence. The Hotline will handle approximately 300,000 calls in 1999 from consumers and industry. About 4,200 of these calls will be firsthand reports of product-related deaths, injuries, or other safety problems. The toll-free service not only receives consumer complaints and reports about potentially hazardous products, but offers information, primarily in English and Spanish but, if requested, 17 other languages as well on recalls and product safety topics.

To date, improved Hotline services include more incoming lines, Spanish-speaking representatives, voice-mail capability for Hotline representatives to receive after-hours complaints, and integrated "fax-on-demand" capabilities for callers to request copies of safety **information**.

The Freedom of Information Act (FOIA) project continues to provide agency response to about 10,000 annual FOIA requests from the public. The processing of requested information requires strict control, review, and notification procedures and, in many cases, legal advice of the General Counsel. This project will ensure conformance to recent amendments to FOIA requiring availability of information on the Internet.

Under the Correspondence/Response project, staff continues to respond to about 4,000 requests for information from consumers, industry, and others. The letters often are about complex legal or **technical issues** and require research and a formal response.

The Video Communications project is an ongoing effort in which CPSC contracts for the production of television video news releases -- news features with footage and sound bites -- on various CPSC product safety topics and actions. These items are then satellite broadcast to all television stations. In 1999, this effort will produce 12 to 14 television news features and additional footage on other product hazards. CPSC experience with video news releases shows that as many as 25 percent of all television stations tape and use all or parts of the packages on their news programs, reaching tens of millions of **TV** viewers. Television is an important medium for reaching vulnerable populations.

The Recalls/Alerts project continues to provide for the production of approximately 12 safety alerts each year on product recalls and emerging product hazards. Safety alerts are often reprinted in weekly newspapers and newsletters, and are an inexpensive and effective means to disseminate information about hazardous products.

Program Support

This effort provides staff resources to work directly with other units of the Commission to integrate public information into the overall work of the agency. This effort does not change in **1999**.

VII. AGENCY MANAGEMENT

	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Total Program	90	\$8,176	88	\$8,404	88	\$8,685

Goals and Strategies:

The Agency Management (AM) program provides policy, executive direction, legal guidance and administrative services necessary to function as a Federal regulatory agency. Most of the functions provided are required by law or regulation.

1998 Base Program:

The 1998 resources include 88 **FTEs** and \$8.4 million. The agency has successfully worked to reduce the size of this program. As a percentage of total Commission resources, dollars have declined from 23 percent in 1989 to 18 percent in **1998** and **FTEs** have declined from 24 percent to 18 percent. As in all CPSC programs, but particularly in this program, managers are working supervisors sharing workload with staff.

1999 Changes:

There are no program changes. The dollar increase reflects the program's share of 1999. . increases necessary to maintain current services and to fund agency information technology initiatives.

Program Detail	1997 Actual		1998 Appropriation		1999 Request	
	FTEs	Amount	FTEs	Amount	FTEs	Amount
Commissioners and Staff	15	\$1,639	13	\$1,511	13	\$1,546
Commission Advice/ Legal Guidance	13	1,298	13	1,551	13	1,598
Executive Direction	7	777	8	884	8	929
General Administrative Service	55	4,462	54	4,458	54	4,612
Total Program	90	\$8,176	88	\$8,404	88	\$8,685

Commissioners and Staff

This project includes support for three Commissioners and their staffs. The Commissioners provide policy direction and guidance to the staff and make final decisions on Commission **regulatory** and enforcement actions.

Commission **Advice/Legal** Guidance

Included in this activity are the Office of Congressional Relations, Office of Equal Employment Opportunity and Minority Enterprise, the Office of the Inspector General, and a portion of the **Office** of the Secretary and Office of the General Counsel. These offices are directly responsible to the Commissioners, providing advice and assistance on matters of policy and management.

The Office of the General Counsel (OGC) is responsible for enforcement and defense litigation, document preparation and review, legal advice, and ethics coordination. Where possible, OGC time is budgeted in other programs for projects which OGC directly supports. The time included in this program (three **FTEs**) covers legal review for personnel matters, contracts, ethics coordination, and other general law matters.

The Office of the Inspector General (OIG) conducts audits, investigations, and inspections of Commission programs and activities to prevent and detect waste, fraud, and abuse and ensure compliance with policies and regulations.

A portion of the Office of the Secretary (OS) is supported in this program. Where possible, OS time is budgeted in other programs for projects it directly supports. Efforts in this program ensure that Commission decisions are properly recorded, maintained, available to the public. **The** office issues Commission decisions, orders, rules, Federal Register notices, and other official documents for the Commission. The office is also responsible for preparing Commission agendas under the Government in the Sunshine Act, for supervising and administering the dockets of adjudicative proceedings, and for processing continuing guaranties (certificates of compliance), as required by the Flammable Fabrics Act.

The Office of Equal Employment Opportunity and Minority Enterprise assures that the Commission complies with all laws, regulations, rules and internal policies relating to equal employment opportunity. It also assures compliance with the minority enterprise provision of **the** Small Business Act.

The Office of Congressional Relations responds to congressional inquiries on legislation affecting product safety.

Executive Direction

This activity includes the Office of the Executive Director and the Office of the Budget. These offices provide direct, day-to-day management of agency programs and operations. They are responsible for coordinating and directing agency **activities** in a manner consistent with the policy decisions and guidance provided by the Commission.

. General Administrative Services

The General Administrative Services subprogram provides direct administrative support required by Commission programs. These include human resource support, information technology services, procurement services, accounting, printing, security, etc. Each of these services is essential to ensuring **efficient** operation of the Commission's programs and conformance to various Federal government management regulations.

PROGRAM AND FINANCING
(dollars in thousands)

	1997 <u>Actual</u>	1998 <u>Appropriation</u>	1999 <u>Request</u>
Obligations by Program Activity:			
Direct Program:			
Hazard Identification and Analysis.....	\$6,066	\$6,566	\$6,724
Hazard Assessment and Reduction.....	7,909	8,139	8,446
Compliance	15,499	16,509	17,161
Consumer Information.....	4,731	5,382	5,484
Agency Management.....	8,176	8,404	8,685
Relocation.....	43		—
Total direct program.....	42,424	45,000	46,500
Reimbursable program.....	748	1,026	1,026
Total obligations.....	43,172	46,026	47,526
Budgetary resources available for obligation:			
Unobligated balance available, start of year.....	43		
New budget authority (gross).....	43,248	46,026	47,526
Unobligated balance available, expiring.....	119		
Total budgetary resources available for obligations.....	43,410	46,026	47,526
New obligations.....	(43,172)	(46,026)	(47,526)
New budget authority (gross), detail:			
Current			
Appropriation (definite).....	42,500	45,000	46,500
Permanent			
Spending authority from offsetting collections:			
Offsetting collections (cash).....	748	1,026	1,026
Total new budget authority (gross).....	43,248	46,026	47,526
Change in unpaid obligations:			
Total Unpaid obligations, start of year	5,544	6,035	6,157
New obligations.....	43,172	46,026	47,526
Total outlays (gross).....	(42,893)	(45,904)	(47,337)
Adjustments in expired accounts.....	212		
Total Unpaid obligations, end of year	6,035	6,157	6,346
Outlays (gross), detail:			
Outlays from new current authority.....	37,721	40,050	41,385
Outlays from current balances	4,424	4,828	4,926
Outlays from new permanent authority.....	748	1,026	1,026
Total outlays (gross).....	42,893	45,904	47,337
Offsets:			
Against gross budget authority and outlays:			
Offsetting collections (cash) from Federal sources	735	1,011	1,011
Offsetting collections (cash) from Non-Federal sources	13	1 5	15
Total offsetting collections (cash).....	748	1,026	1,026
Net budget authority and outlays:			
Budget authority (net)	\$42,500	\$45,000	\$46,500
Outlays (net)	\$42,145	\$44,878	\$46,311

OBJECT CLASSIFICATION
(dollars in thousands)

	1997 Actual	1998 <u>Appropriation</u>	1999 <u>Request</u>
Direct obligations:			
Personnel Compensation:			
11.1 Full-time permanent	\$26,513	\$27,608	\$28,400
11.3 Other than full-time permanent	852	890	915
71.5 Other personnel compensation	162	190	315
11.8 Special personnel services payments	18		—
11.9 Total personnel compensation	<u>27,545</u>	<u>28,688</u>	<u>29,630</u>
Personnel benefits:			
12.1 Civilian	5,003	5,424	5,579
13.0 Benefits for former personnel	8	10	10
Subtotal, Compensation and Benefits..	<u>32,556</u>	<u>34,122</u>	<u>35,219</u>
21.0 Travel and transportation of persons	590	680	680
22.0 Transportation of things	32	33	33
23.1 Rental payments to GSA	2,711	2,711	3,012
23.2 Rental payments to others	19	20	22
23 Communication, utilities and miscellaneous charges	840	885	885
24.0 Printing and reproduction	317	344	344
25.Y Advisory and assistance services..	238	444	444
25.2 Other services.....	2,802	3,454	3,644
25.3 Purchases from other Federal Agencies.....	294	956	761
25.4 Operation and maintenance of facilities.....	139	50	50
25.5 Research and development contracts.....	68	200	230
25.7 Operation and maintenance of equipment....	179	324	399
26.0 Supplies and materials	387	449	449
31.0 Equipment	1,222	324	324
32.0 Buildings	26		
42.0 Insurance claims and indemnities	4	4	4
99.0 Subtotal, direct obligations	<u>42,424</u>	<u>45,000</u>	<u>46,500</u>
Reimbursable obligations:			
21.0 Travel and transportation of persons	53	60	60
25.0 Otherservices	695	966	966
Subtotal, reimbursable obligations.	<u>748</u>	<u>1,026</u>	<u>1,026</u>
99.9 Total obligations	<u>\$43,172</u>	<u>\$46,026</u>	<u>\$47,526</u>

PERSONNEL SUMMARY

Direct

Total compensable work years:

Full-time equivalent employment..... 462 475 . 475. .

*The 1998 and 1999 FTE ceiling of 480 has been replaced by the Office of Management and Budget with an FTE estimate of 475. The budget document contains a level of 480 because that is the planning level the agency recruitment.

VOLUNTARY AND MANDATORY STANDARDS SUMMARY

	<u>1997 Actual</u>	<u>1998 Appropriation</u>	<u>1999 Request</u>
VOLUNTARY STANDARDS UNDER DEVELOPMENT			
<u>Participating:</u>		2 *	4
Fire	6		9
Electrocutions/Mechanical/Child	10	13 *	2
Subtotal, Participating	16	17	15
<u>Monitoring:</u>			
Fire	8	9	6
Electrocutions/Mechanical/Child	19	22	20
Chemicals	3	2	3
Subtotal, Monitoring	30	33	29
Total, Voluntary Standards . . .	46	50**	44**

* Carbon monoxide activities reclassified from Fire to Chemical in 1998.

** It is anticipated that this number will increase to reflect voluntary standards activities added during the development of the operating plan.

MANDATORY STANDARDS UNDER DEVELOPMENT

Fire	5	4	2
Electrocutions/Mechanical/Child	5	4	2
Chemicals	4	4	4
Total, Mandatory Standards . . .	14	12	4

Resources by Organization
(dollars in thousands)

Organization	1997 Actual		1998 Appropriation		1999 Request	
	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>	<u>FTEs</u>	<u>Amount</u>
Commissioners	14	\$1, 449	13	\$1, 432	13	\$1, 460
Office of the Secretary.....	13	754	14. 5	868	14. 5	890
Office of Congressional Relations..	2	176	3	330	3	337
Office of the General Counsel..	14	1, 412	14	1, 401	14	1, 444
Office of Equal Employment Opportunity and Minority Enterprise.....	2	159	2	220	2	225
Office of the Inspector General.....	3	275	3	330	3	337
Office of the Executive Director..	5	428	4	375	4	386
Office of the Budget..	4	379	4	389	4	401
Office of Planning and Evaluation..	5	438	6	541	6	589
Office of Hazard Identification and Reduction.....	151	13, 416	154 . 5	13, 924	154. 5	14, 304
Office of information and Public Affairs	9	1, 143	12	1, 342	12	1, 370
Office of Compliance	44	3, 695	46	3, 955	46	4, 034
Directorate for Administration..	29	1, 764	29	1, 824	29	1, 879
Office of Information Services..	26	2, 578	29. 5	2, 800	29. 5	2, 884
Office of Human Resource Management.	11	769	9	681	9	701
Field Offices.....	130	9,966	136. 5	10, 613	136. 5	11,111
Common Costs.....		3, 580	--	3, 976		4, 148
Relocation		43	--	--	--	--
Total Direct Obligations.....	462	\$42, 424	480	\$45, 000	480	\$46, 500